



## **SPORTS GRIEVANCE PROCEDURE OF IRISH WATER SAFETY**

1. The Complainant must, at first, approach the Sports Commission, WSAC Secretary or Designated Sports Person (DSP), with their complaint within 2 days.
2. The Sports Commission, WSAC Secretary or Designated Sports Person (DSP), must listen and record, give information and act as a support person. They must explain the option of going to the informal stage. This must be done within 3 days of the initial complaint being made.
3. In some cases the complainant will want no action taken.  
(Sometimes the complainant simply wants their issue to be heard. In this case no Informal or Formal action needs to be taken)
4. If the complaint is concerning selection on a team and no breach of the team selection procedure has occurred then there can be no appeal.
5. There shall be a €50 fee payable to IWS HQ by the complainant who chooses to go to the informal stage. The complaint is then referred to the Chairman of the Sports Commission.
6. If the Informal stage was unsuccessful and the complainant wishes to go to the Formal stage a further fee of €100 is made payable to IWS HQ and paid prior to proceeding to the Formal stage.
7. If the complaint is upheld the fee will be returned, otherwise it will be retained.

### **8. The Informal System**

Using the Informal system the complaint is referred to the Chairman of the Sports Commission. The following Steps must be followed:

Step 1: Attempt to resolve the complaint

Step 2: Ensure Resolution is accepted by all

Step 3: If no resolution can be reached proceed to Formal Stage if the complainant so wishes within 5 days.

NOTE: This stage must take no longer than 1 week.

## **9. The Formal System:**

**The Council of Irish Water Safety shall establish a Sports Appeals Committees panel with three to sit in an instance where their services are required.**

**The appeals Committee shall conduct all appeals in accordance with fair procedure and natural justice.**

Using the Formal system the Complainant lodges a written complaint to the Appeals Committee.

9.1 The Appeals Committee will meet in order to try and resolve the complaint.

9.2 The Appeals Committee must request written reports from all parties involved so a balanced view can be achieved.

9.3 The Appeals Committee must make findings and recommendations on the complaint before them.

9.4 The findings of the Appeals Committee will be binding on all parties.

NOTE 1: This stage should take no longer than 2 weeks.

NOTE 2: The Appeals Committee shall hold their meetings in the HQ of Irish Water Safety.

## **Glossary of Terms**

**Complainant:** A Complainant is a member of IWS who has lodged a formal or informal complaint.

This procedure will be reviewed each year and amended as necessary by Council.